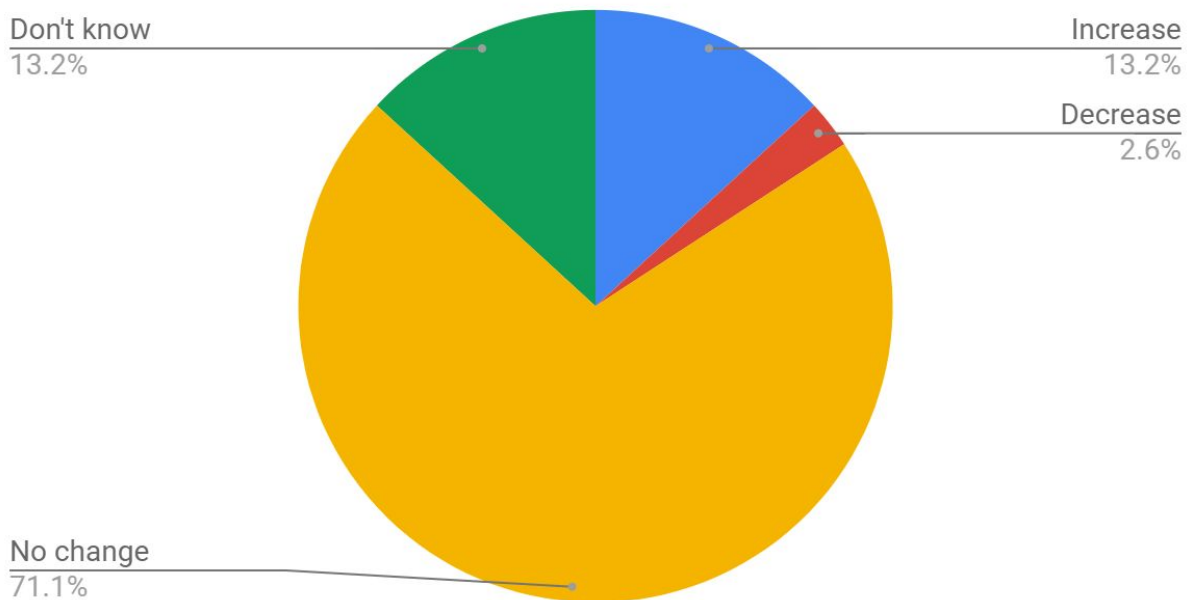


Hold queues and ordering are not hurt when a library goes fine free.

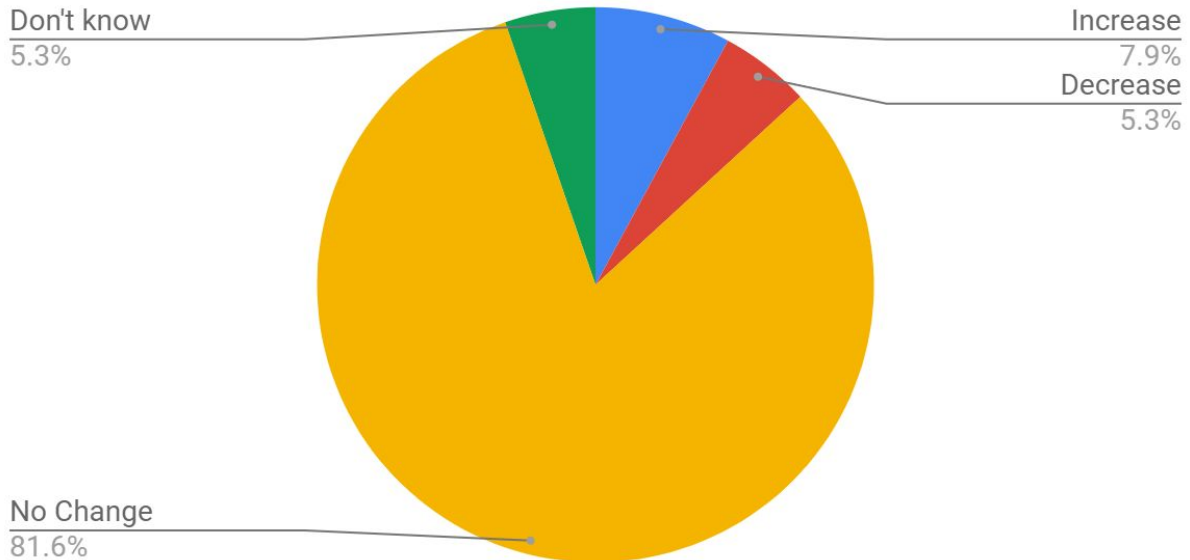
- A concern among many libraries considering fine removal is that hold queues will take longer to fill if there are no fines. A similar fear is that a higher number of items would have to be purchased to meet hold demand.
- This fear appears to be unfounded. Many libraries that have gone fine free report no changes in this area.¹⁴
- In our own small survey we asked this question and found the majority of respondents saw no change.

Have you seen any change in the length of hold queues after going fine free?



- Of the three libraries that reported an increase in hold queue length, one attributed the increase to the addition of an extra renewal and a general increase in circulation, one noted that the change was very slight, and one linked the increase to parents using their children's cards for holds (this was a library that eliminated fines to youth cards only).

Have you had any change in the number of items you have to order since going fine free (including replacements or added copies to address holds)?



- None of the libraries that reported an increase in ordering attributed the change to fine elimination.

Overall circulation rates tend to stay the same or increase with fine removal

- Some libraries report no change in circulation with the removal of late fees. Others report an increase in circulation. This is usually attributed to an influx of patron previously blocked for fines or who avoided borrowing for fear of fines.¹⁵
- The majority of respondents in our survey reported an increase in circulation when they went fine free.